

# MANUFACTURING EXTENSION PARTNERSHIP

## Success Stories from the Field

### Machining Center Inc

#### Michigan Manufacturing Technology Center

#### Machining Center Sees Continuous Improvement with ISO 14001 Environmental Certification

##### Client Profile:

Machining Center, Inc., serves the automotive and construction industries with quality CNC machined casting and forgings. The company, located in Brighton, Michigan, employs 68 people.

##### Situation:

Machining Center began looking at the customer mandates concerning quality and environmental standards. Doug Mohr, CFO at Machining Center, was a long time participant in the Michigan Manufacturing Technology Center (MMTC), a NIST MEP network affiliate, Performance Benchmarking program. Being familiar with MMTC's products and service, Mohr contacted MMTC for assistance.

##### Solution:

Through MMTC's User Group program, a group oriented training structure that allows companies to share learning and the cost of implementation, Machining Center successfully completed training in both ISO 14001 and TS16949. They achieved certification to the ISO 14001 standard in July of 2003, less than six months after completing the MMTC User Group training. They have just had their first TS16949 program audit and are awaiting certification in the next few months.

Mohr said, "Adhering to any quality or documentation system only makes a company improve. You begin following procedures you might not have done for any other reason, which leads to better organization, makes you a better corporate citizen, and improves the working environment, which in turn makes the shop a nicer place to be." The benefit for us," Mohr continued, "was having the expert help and structure of the user group program. It shortened the time frame from implementation to certification considerably. With certification, Machining Center has retained their existing customer base, and is actually seeing growth. "We expect to grow about 25 percent this year," Mohr offered. "We're very happy with our performance." They also expect to begin seeing some cost savings as a result of the new environmental policies and other improvements. Six sigma is another customer mandate for Machining Center. One of their largest customers is currently working with them on training, and they are still in the process of implementing the benefits of Six Sigma in their organization. Like the MMTC, the current training focus is on the smaller manufacturing company. "I went to training skeptical and came back a believer. Six sigma is the next thing we want to focus on for our business," Mohr said. "When we're ready to supplement our existing training, we'll be sure to check with MMTC."

##### Results:

- \* Retained sales.
- \* Increased business by 25 percent.

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- \* Achieved ISO 14001 certification within 6 months of application.
- \* Anticipate ISO/TS 16949 certification within 30 days.
- \* Received Clean Corporate Citizenship recognition.
- \* Improved employee morale.
- \* Improved organization and environmental quality of workplace.

### **Testimonial:**

"We feel that the advantage MMTC brings to our company is their focus on small to mid-size manufacturing. Larger consultants really don't understand how our business works. Their approach, while fine for larger tiers, just doesn't work the same for businesses like ours."

Doug Mohr, CFO